Recovering Your Password

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If you've locked your account due to failed password attempts, you can re-set the account's status and choose a new password as part of the login process. Follow the steps below.

1. From the **Enterprise A&A Common Logon Page**, click the "FORGOT PASSWORD" tab

2. You'll see the "FORGOT PASSWORD" tab showing. Enter your **Account ID** into the box and click "Retrieve Password"

3. The system will ask for answers to your security baseline questions. These are questions and answers that you selected the first time you logged in through Enterprise A&A.

> **NOTE:** If you have not set up the baseline questions, you may get a different message. Contact the Service Desk (e-mail OCIO.ServiceDesk@iowa.gov, phone 515-281-5703 or 800-532-1174) for assistance if this happens to you, or if you cannot remember the answers.

State of Iowa Common Logon

Self Service Password Change - **State of Iowa Common Logon**

Identity Baseline for @iowaid

On this page, answer your *identity baseline* questions. This is a set of questions that you established when you created your account. If you forget your password or lock your account for some reason, you can answer these questions to get access to your account.

Question 1: What was the name of your childhood pet?

Answer 1: [   ]

Question 2: What color was your first car or truck?

Answer 2: [   ]

Question 3: Question

Answer 3: [   ]

[Continue] [Cancel]

If you do not remember your baseline questions you can click **here** to begin the baseline questions reset process.

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4. Answer the questions and click the "Continue" button. The system will check your answers and indicate which (if any were incorrect)

State of Iowa Common Logon

Self Service Password Change - **State of Iowa Common Logon**

Identity Baseline for @iowaid

❌ Following questions were incorrectly answered. Please re-enter.

On this page, answer your *identity baseline* questions. This is a set of questions that you established when you created your account. If you forget your password or lock your account for some reason, you can answer these questions to get access to your account.

Question 1: What was the name of your childhood pet?

Answer 1: Correct

Question 2: What color was your first car or truck?

Answer 2: Correct

Question 3: Question

Answer 3: [   ]

[Continue] [Cancel]

If you do not remember your baseline questions you can click **here** to begin the baseline questions reset process.

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5. If all of the answers are correct, you'll be able to choose a new password

State of Iowa Common Logon

Self Service Password Change - **State of Iowa Common Logon**

Password Change for   **@IOWAID**

Enter new password: [   ]

Confirm new password: [   ]

Password Rules:
Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, $, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.

[Save New Password] [Cancel]

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6. When you're done, the system will allow you to log on normally
and continue to your website